

Wireless Carriers’ Usage Management Tools (July 2011)

	Ability to Check Usage / Balance From Device or PC	Alerts When Nearing or Exceeding Limits	Plan Adjustments and Automatic Cut-Offs	Online Tools	International	Accessibility
AT&T	<p><u>Self-Service Features</u></p> <p><u>*services</u> – Customers that dial *BAL#, *MIN#, and *DATA# will receive a text message reporting their balance, remaining minutes on plan, and breakdown of data usage.</p> <p><u>Mobile Application</u> – Free myWireless application allows customers with compatible smartphones to check data usage. Non smartphone users with HTML browsers can access via the link m.att.com/myatt.</p> <p><u>iPhone Users</u> – Data Usage Tracker available.</p> <p><u>IVR</u> – Customers can dial 611 from their handset or 800 331 0500 from any landline and use the IVR to access usage information for voice, messaging and data.</p> <p><u>WEB</u> – Customers can access their AT&T online account from any PC or Mac and</p>	<p><u>Voice</u> – Delivers voice alerts at specific overage thresholds.</p> <p><u>Messaging</u> – Free alert when exceed text, picture, or video allotment by \$20. Subsequent alerts sent at \$50, \$100 and \$200 in overage charges.</p> <p><u>Handset Data</u> – Text alerts when customers reach 65%, 90%, and 100% of data plan limit. Customers (see Handset Data Overages, next column), receive additional alerts when they reach 75% and 100% of the additional overage allotment. Legacy data plan customers with monthly allotments receive alerts when they exceed their usage plan by \$20, \$50, \$100 and \$200. For family plans, all of these alerts are sent both to the individual device that triggers the relevant threshold and to the account holder.</p> <p><u>Laptop Data</u> – Alerts when customers reach 65%, 90% and 100% of data limit.. For newer plans that replenish at 1GB increments, additional alerts are sent at 75% and 100% of the additional allotment.</p> <p><u>Pay-per-use customers</u> – Free text message when data or messaging use exceeds the cost of an unlimited plan (~\$20). Email also sent when address is on file.</p>	<p><u>Messaging Overages</u> – Messaging service suspended at \$800 if customer does not contact customer service.</p> <p><u>Handset Data Overages</u> – “AT&T’s new DataPlus plan [for smartphones] offers 200 MB for \$15 a month.... If a customer uses more than 200 MB in the course of a month, he will receive an additional 200 MB of data usage for \$15, replenished as often as necessary during the billing cycle for the same price.”</p> <p>2 GB smartphone plan refreshes in 1 GB increments at \$10/GB. With certain other plans, when customer exceeds usage limit by a specified amount w/o responding to alerts, AT&T suspends the service until subscriber calls customer service to restore it.</p> <p><u>Laptop Data Overages</u> – For legacy plans, service is suspended when limit is reached until customer reinstates by calling customer service. Unlike with smartphones, these data plans offer a per KB or MB charge for overages as opposed to a full bucket increase. Newer plans get replenished at 1GB increments for \$10/GB and are not suspended..</p> <p><u>Contract Extension</u> –Plan change does not extend contract term.</p> <p><u>Retroactive Changes</u> – Plan changes are made retroactively to beginning of current bill cycle.</p> <p><u>Automatic cut-offs for International:</u> International data</p>	<p><u>myWireless</u> – View usage of voice, text, and data services and number of days left in billing cycle at any time.</p> <p><u>Tools</u> – Online data calculator to estimate mobile data usage to select the right data plan.</p> <p><u>Free Parental Controls</u> – Limit types of content available for viewing and restrict the purchase of premium content or subscriptions.</p> <p><u>\$4.99/line AT&T Smart Limits for Wireless</u> – Limits number of text and instant messages, amount of web browsing usage (on feature phones), and downloadable purchases allowed, among other things.</p>	<p><u>Website</u> – Provides detailed information on how to get best international voice, text and data rates.</p> <p><u>Blocking</u> – Customers can block international roaming by calling customer service.</p> <p><u>iPhone Users</u> – Data Usage Tracker is available on device.</p> <p><u>Laptop Data</u> – View data usage in Comm. Manager window.</p> <p><u>Alerts</u> –As with domestic service, AT&T customers will receive data usage alerts while abroad.</p> <p>All consumers receive a courtesy text alert when their international data-roaming usage reaches approximately \$250. iPhone and laptop users, upon first registering abroad, receive alerts with applicable international data-roaming rates, based on the country visited, tailored to the device in question. Effective 4th quarter, plan to provide an advance alert to all Smartphones, netbooks, and tablets, if the</p>	<p><u>Visual Disability</u> – Access to text messages (including usage alerts) provided by mobile speak, mobile magnifier, and/or voice over for iPhone users.</p> <p><u>Hearing Disability</u> – Usage information provided as a free text message.</p>

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	review usage summary and detail for voice, messaging and data.		roaming service suspended at approximately \$500 in charges if consumers do not contact AT&T after being alerted to their usage.		customer is pay-per-use (or has a package but is roaming in a pay-per-use country). <u>Pay-As-You-Go International Data packages</u> – Available in 30-day session increments, customers receive a courtesy text alert prior to the 30-day expiration of their package or prior to depleting the amount of data allotted in their package, whichever comes first. Customers must purchase an additional session when they reach the limit – no automatic extension.	
Sprint Nextel	<u>Self-Service Features</u> – Customers may dial *4 for a tally of minutes, text messages and data used in billing cycle. Text message summary of call offered. Customers may also access this type of information via both feature phones and Smartphones (<i>e.g.</i> , Sprint Zone on Android).	<u>Voice, Messaging and Handset Data</u> – Courtesy call the first time customers incur “significant” [not defined] voice, text or data overage charges with offer to change service plan. <u>Mobile Broadband Data</u> – Email or text message sent to customers when they reach 75%, 90%, 100%, and 20% increments thereafter (120, 140%, etc.) of 300 MB data roaming cap and/or 5 GB total data usage limit (100 MB on tablets). Notices allow customers to sign up for per-MB option for data usage beyond plan limit. Re-direct alerts to warn customers of data consumption require opt-in to continue to Internet. <u>Prepaid</u> – Service Alerts sent to remind customers when they need to add money to their balances to continue service without interruption.	<u>Contract Extension</u> – Plan change does not extend contract term.	<u>Tools</u> – Plan Optimizer allows customers to determine whether there is a better plan to fit in with recent usage. <u>Website</u> – Alerts when customers log into their account online. <u>Free Parental Controls</u> – Customers can block media downloads, limit web access, block text messages, and restrict voice calls. Also provides roaming “call guard.” <u>Apps</u> – Widgets for Facebook and iGoogle access usage information.	<u>Welcome Message</u> – Text message sent when subscriber first registers in a foreign country that includes default rates for voice, texts and data. <u>Alerts</u> – Emails or text messages sent (based on dollar amount) when reaching \$50, \$250, \$500, \$1000 and +\$250 intervals. At \$1000 international roaming is suspended until next bill cycle or call to international care center.	<u>Hearing Disability</u> – Usage information provided as a free text message.

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T-Mobile	<p><u>Self-Service Features</u> – Customers may dial #MIN#, #MSG#, and #BAL# to get minutes used, text usage, and balance. #WEB# introduced in 2010 to check data usage. Customers may dial #FAM# to check child allowances and family plan usage.</p> <p><u>Application</u> – Free My Account application loaded on all phones launched since late 2008 allows customers to access information on their devices regarding minutes & other services used,, payment reminders, billing summaries, and other service-related information.</p> <p><u>Website</u> – Via their home computers or capable wireless devices, customers can access account information for free at my.t-mobile.com. For most customers, this website provides detailed usage information in addition to billing information and the ability to perform a wide variety of self-help functions, such as blocking messages and adding or dropping features.</p>	<p><u>Voice</u> – Customers on certain plans receive free text alerts (sent between 8 am and 10 pm) when they are close to reaching or have reached their Whenever Minutes limit. Alerts sent the next day when limits are reached outside this timeframe. Alerts may be sent to user and primary subscriber under family plans.</p> <p><u>Data customers</u> – On-screen alert the first time a pay-per-use customer accesses the Internet on his device. After first data usage, text message is sent to the customer, and also to the billing responsible party, if that is a different person. Pay-per-use customers receive additional text message notifications at a dollar threshold. Customers with limited data plans receive text message notifications as they approach their limits and when they meet their limits. Customers who have plans that have data speeds reduced at a certain threshold receive text message notifications when that occurs.</p>	<p><u>Contract Extension</u> – Certain plan changes require the customer's agreement to extend his or her contract term. Others do not.</p> <p><u>Overage Caps</u> – For 200 MB data plan, overage charges are capped.</p>	<p><u>Website</u> – View minutes used, text usage, and balance.</p> <p><u>webConnect Manager</u> - Software (for laptops with data plans) allows monitoring data usage, including an approximation of amount left under customer's plan.</p> <p><u>Tools</u> – Text message blocking, Web Guard (restrict access to adult-themed content), Content Blocking (for downloads), data blocking.</p> <p><u>Fee-Based Parental Controls</u> – May assign minute, message, and download allowances to all lines on an account and may restrict usage during certain hours.</p>	<p><u>Alerts</u> – Text message sent to international travelers reminding of higher roaming charges outside US.</p> <p><u>Roam Monitor & Control</u> – (launched Oct. 2010) Text messages sent to subscribers when they have incurred \$50, \$100, \$200 and \$500 of international data roaming charges.</p>	<p><u>Vibration</u> – Devices typically have vibrating alerts for text messages received.</p> <p><u>Visual Disability</u> – Smartphones often have built-in or easily downloadable screenreaders. Text-to-speech capable phones include Android and Blackberry 9700.</p>
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Verizon Wireless	<p><u>Self-Service Features</u> – Customers may dial #MIN and #DATA to get voice, messaging, and data usage. Customers may receive this information via free text message.</p> <p><u>Application</u> – My Verizon available through web browser or dedicated application (for Android and Blackberry).</p>	<p><u>Voice, Messaging, and Handset Data</u> – Free text message around 20th day of billing cycle if customers are trending to exceed their voice, messaging, or data allowances for the month with follow-up call to customers who do not respond to text</p> <p><u>Mobile Broadband (e.g., data card, Mifi, tablet, netbook)</u> -Text and email* message sent when customer reaches 50%, 75%, 90% 100% , and 110% of monthly data allowance.</p> <p><u>Handsets with usage-based data plans (Smartphones, Feature Phones, and Multimedia Phones)</u>– Text and email* message sent to usage-based data customers when usage reaches 50%, 75%, 90%, 100%, and 110% of monthly data allowance.</p> <p><i>*Emails are sent to customers who have registered their email online at MyVerizon.</i></p>	<p><u>Contract Extension</u> – Plan change does not extend contract term.</p> <p><u>Retroactive Changes</u> – Plan changes available to be applied retroactively to beginning of billing cycle if customer moves to higher-tier plan.</p>	<p><u>Website</u> – Voice, messaging, and data usage meters available on My Verizon.</p> <p><u>\$4.99/line Parental Controls</u> – Usage Controls allow the account holder to set caps on number of voice minutes and messaging per month. Free text message sent to user and account holder when thresholds are met. Free text message sent to user when within 15 minutes or messages of threshold.</p>	<p><u>Alerts</u> – Free text message to users who turn on device in a foreign country with dialing and certain rate information.</p> <p><u>Mobile Broadband (e.g., data card, Mifi, tablet, netbook)</u>– Mobile Broadband customers get a click-through disclosure screen with data roaming rates. Email messages are set when global data roaming charges reach the following thresholds: \$25, \$50, \$150, \$250, \$500, \$1000, \$2,000, \$3,000 and every \$1,000 thereafter. Exceeding the \$500 threshold and all subsequent levels trigger notification to the Fraud Team for review.</p> <p><u>Handsets with usage-based data plans (Smartphones, Feature Phones, and Multimedia Phones)</u>– Free text message when global data roaming charges reach the following thresholds: \$25, \$50, \$150, \$250, \$500, \$1000, \$2,000, \$3,000 and every \$1,000 thereafter. Exceeding the \$500 threshold and</p>	<p><u>Visual Disability</u> – TALKS software available on certain handsets. Some handsets convert text messages to speech. Screenreader software can access My Verizon online.</p> <p><u>Hearing Disability</u> – Usage alerts provided as a free text message.</p>
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					all subsequent levels trigger notification to the Fraud Team for review.	
Southern LINC (CTIA)	Self-Service Features – Customers may dial #646 to hear number of peak and off-peak minutes used.		Contract Extension – Plan change does not extend contract term. Retroactive Changes – Plan changes can be-made retroactively to beginning of current bill cycle.	Website – Customers can enroll in OnLine Account Management at no charge; can view voice, text and data usage. Customers can learn about other calling plans that may be a better value and reduce the potential for overages.	No Overage Possible – Does not provide international roaming services.	
US Cellular	Self-Service Features – Customers may dial #BAL for balance, voice, and messaging usage.		Contract Extension – Plan change does not extend contract term. Overage Caps – Belief Project caps overage charges at \$50 for a single-line plan, \$150 for family plan.			